

In an Email to the TeamSNUG Listserve: Patrick Ewalt wrote:

I just wanted to share with you a recent communication I sent to StarTel in regards to our installation of CMC. This letter gives many of you a long awaited update on how our cut went, and it gave me an opportunity to share our sentiments about StarTel, and in so many ways SNUG as well. SNUG was one of the biggest influencers in us making the decision (and realizing the benefit) to move from our previous platform to CMC. I am thankful everyday for everyone's effort, contributions, and insight into CMC and the TAS industry in general. You've all been a wonderful addition to our business, and I am forever grateful for all the help and kind words many of you have shared over the past couple years, and yes...that's how long it took us to finally make the leap, but boy are we ever glad we did.

Thanks again, this experience has been a joy, and it keeps getting better every day (CMC and SNUG J). -Patrick

November 20, 2008

Dear StarTel Team,

It is with great enthusiasm and admiration that I compose this letter in regards to our recent installation, and longtime ownership (ha-ha) of our StarTel CMC system. During the course of our installation and setup which literally lasted a matter of years, I had the pleasure of working with some of the most driven and skilled coordinators, trainers, engineers, support staff, and sales people that I've ever had the pleasure of working with in my professional career. I haven't a single complaint about any one staff member or group; everybody did their job, and did it well.

Our situation was unique in that we were not only coming from a completely different platform and vendor, but we were also migrating carriers, consolidating access numbers, overhauling network power systems, and fork-lifting our primary network infrastructure including PBX and IVR voice systems. Needless to say the project scope, which included the installation of our CMC, was extensive and lengthy, 2+ years lengthy to be exact. I bring that point up often: the time line, because StarTel proved to me their dedication, commitment, and patience in working with their customers through their interactivity and communication with us spanning over such a long period of time... without being a live production site. To me this speaks volumes of StarTel's ethic and support philosophy. Our problems, questions, and concerns were treated the same as anyone else's, "live production" or not.

Once the day finally came to install our CMC the quantity and level of support both on and off the site was amazing. We had all the appropriate parts to complete the job and all the spares necessary should something need swapping. In the end it all boiled down to flipping a switch and watching the calls roll in, as planned. During the cutover, the StarTel trainers and support staff did an excellent job of helping our staff learn the new commands and techniques they needed to process calls. And no matter how tough it got in the data center or on the operations floor, the StarTel crew kept their cool and were always professional and courteous.

To this day the support continues to be proactive, responsive, honest and easy to utilize. The continual follow-ups are also well received and much appreciated; you just don't see that anymore from a vendor. I couldn't be happier with the decision we made to change platforms and vendors, and am excited for the future of StarTel and its products. CMC has already taken us far beyond our previous level of capability and capacity and we are looking forward to what the StarTel family will bring to the table in the coming year.

I finally feel like I have a provider who understands me, has a desire to help me, and is committed to their product and service, as well as my own. It's a new feeling, and I'm still getting used to it; but I know I really like it. Thanks for everything; you guys have been great... I'm glad to have you on my side.

Patrick Ewalt
Vice President & Director of IT
Knapp Telecom Group Inc.

(619) 768-5504 Office
(619) 768-5510 Fax
(619) 228-4447 Mobile

